

Change Rx – Change Management Project Methodology

- Ambulance – raise awareness (context) and establish Urgency about the problem
 - Emotional & rational response to the situation
 - Diagnosis – clarify the root problem (deeper than symptoms)
 - Involve others to gain diverse perspectives – RACI analysis
 - Cause-effect drivers (often complex in nature)
 - Surgical Team – Assemble Change Leadership
 - Cross-organization, multiple stakeholder groups with specialists as needed
 - Prescription – develop a Vision for Change (Change Objective)
 - Collaborate and synthesize a solution
 - Identify Keystone Habit to leverage
 - Identify sub-goals & their inter-dependencies (sequence) – critical path analysis
 - Assess Organizational Readiness to Change
 - Change Resistance plan - anticipate & mitigate
 - Treatment plan – develop Change Management plan
 - Establish SMART targets for intermediate change goals
 - Determine structural & system changes that are needed
 - Determine stakeholders' Stage of Change (SoC) –
 - Align training & communication plans
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- Treatment Implementation – Planned Change
 - DAC (direction-alignment-commitment) Leadership
 - SoC Change Intervention Processes & Aligned Communication Plan
 - Training plan for new processes
 - Change Enablement – Emergent Change
 - Provide needed resources (especially time) for those involved
 - Address and Remove barriers to change
 - Encourage independent action that is aligned with the Change Objective
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- Track and Celebrate Progress – tie to the change objective & intermediate goals
 - Recognize (reward) change enablers and role models
 - Recovery – anchor progress – stabilize & rest
 - Formalize new structure and systems
 - Culturally embed new behavior (habits)
 - Reevaluate – Reinforce or Refocus efforts to expand change reach
 - Roll process forward to next sub-goal or
 - Rework what is not meeting expectations



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